



Privacy Policy for AthenaTecs B.V.

At AthenaTecs, accessible from www.athenatecs.com, one of our main priorities is the privacy of our visitors. This Privacy Policy document contains types of information that is collected and recorded by AthenaTecs and how we use it.

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us.

This Privacy Policy applies only to our online activities and is valid for visitors to our website with regards to the information that they shared and/or collect in AthenaTecs. This policy is not applicable to any information collected offline or via channels other than this website. Our Privacy Policy was created with the help of the Privacy Policy Generator from CookiePolicyGenerator.com.

Consent

By using our website, you hereby consent to our Privacy Policy and agree to its terms.

Information we collect

The personal information that you are asked to provide, and the reasons why you are asked to provide it, will be made clear to you at the point we ask you to provide your personal information.

If you contact us directly, we may receive additional information about you such as your name, email address, phone number, the contents of the message and/or attachments you may send us, and any other information you may choose to provide.

When you register for an Account, we may ask for your contact information, including items such as name, company name, address, email address, and telephone number.

How we use your information

We use the information we collect in various ways, including to:

- Provide, operate, and maintain our website
- Improve, personalize, and expand our website
- Understand and analyze how you use our website
- Develop new products, services, features, and functionality
- Communicate with you, either directly or through one of our partners, including for customer service, to provide you with updates and other information relating to the website, and for marketing and promotional purposes
- Send you emails
- Find and prevent fraud

Log Files

AthenaTecs follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this and a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the



number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analyzing trends, administering the site, tracking users' movement on the website, and gathering demographic information.

Cookies and Web Beacons

Like any other website, AthenaTecs uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimize the users' experience by customizing our web page content based on visitors' browser type and/or other information.

Google DoubleClick DART Cookie

Google is one of a third-party vendor on our site. It also uses cookies, known as DART cookies, to serve ads to our site visitors based upon their visit to www.athenatecs.com and other sites on the internet. However, visitors may choose to decline the use of DART cookies by visiting the Google ad and content network Privacy Policy at the following URL – <https://policies.google.com/technologies/ads>

Advertising Partners Privacy Policies

You may consult this list to find the Privacy Policy for each of the advertising partners of AthenaTecs.

Third-party ad servers or ad networks uses technologies like cookies, JavaScript, or Web Beacons that are used in their respective advertisements and links that appear on AthenaTecs, which are sent directly to users' browser. They automatically receive your IP address when this occurs. These technologies are used to measure the effectiveness of their advertising campaigns and/or to personalize the advertising content that you see on websites that you visit.

Note that AthenaTecs has no access to or control over these cookies that are used by third-party advertisers.

Third Party Privacy Policies

AthenaTecs's Privacy Policy does not apply to other advertisers or websites. Thus, we are advising you to consult the respective Privacy Policies of these third-party ad servers for more detailed information. It may include their practices and instructions about how to opt-out of certain options.

You can choose to disable cookies through your individual browser options. To know more detailed information about cookie management with specific web browsers, it can be found at the browsers' respective websites.

CCPA Privacy Rights (Do Not Sell My Personal Information)

Under the CCPA, among other rights, California consumers have the right to:

Request that a business that collects a consumer's personal data disclose the categories and specific pieces of personal data that a business has collected about consumers.



Request that a business delete any personal data about the consumer that a business has collected.

Request that a business that sells a consumer's personal data, not sell the consumer's personal data.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

GDPR Data Protection Rights

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete the information you believe is incomplete.

The right to erasure – You have the right to request that we erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

Children's Information

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

AthenaTecs does not knowingly collect any Personal Identifiable Information from children under the age of 18. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.





Cookie Policy for AthenaTecs B.V.

This is the Cookie Policy for AthenaTecs, accessible from www.athenatecs.com

What Are Cookies

As in common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the site's functionality.

How We Use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately, in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of this site. Therefore, it is recommended that you do not disable cookies. This Cookies Policy was created with the help of the [Cookies Policy Generator from CookiePolicyGenerator.com](#).

The Cookies We Set

- Account related cookies

If you create an account with us then we will use cookies for the management of the signup process and general administration. These cookies will usually be deleted when you log out however in some cases they may remain afterwards to remember your site preferences when logged out.

- Login related cookies

We use cookies when you are logged in so that we can remember this fact. This prevents you from having to log in every single time you visit a new page. These cookies are typically removed or cleared when you log out to ensure that you can only access restricted features and areas when logged in.

- Email newsletters related cookies

This site offers newsletter or email subscription services and cookies may be used to remember if you are already registered and whether to show certain notifications which might only be valid to subscribed/unsubscribed users.

- Orders processing related cookies



This site offers e-commerce or payment facilities and some cookies are essential to ensure that your order is remembered between pages so that we can process it properly.

- Site preferences cookies

In order to provide you with a great experience on this site we provide the functionality to set your preferences for how this site runs when you use it. In order to remember your preferences, we need to set cookies so that this information can be called whenever you interact with a page is affected by your preferences.

Third Party Cookies

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

- This site uses Google Analytics which is one of the most widespread and trusted analytics solutions on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official Google Analytics page.

- From time to time we test new features and make subtle changes to the way that the site is delivered. When we are still testing new features, these cookies may be used to ensure that you receive a consistent experience whilst on the site whilst ensuring we understand which optimisations our users appreciate the most.
- The Google AdSense service we use to serve advertising uses a DoubleClick cookie to serve more relevant ads across the web and limit the number of times that a given ad is shown to you.

For more information on Google AdSense see the official Google AdSense privacy FAQ.

- We use adverts to offset the costs of running this site and provide funding for further development. The behavioural advertising cookies used by this site are designed to ensure that we provide you with the most relevant adverts where possible by anonymously tracking your interests and presenting similar things that may be of interest.
- Several partners advertise on our behalf and affiliate tracking cookies simply allow us to see if our customers have come to the site through one of our partner sites so that we can credit them appropriately and where applicable allow our affiliate partners to provide any bonus that they may provide you for making a purchase.
- We also use social media buttons and/or plugins on this site that allow you to connect with your social network in various ways. For these to work the following social media sites including; Linked-In and Facebook will set cookies through our site



which may be used to enhance your profile on their site or contribute to the data they hold for various purposes outlined in their respective privacy policies.

More Information

Hopefully that has clarified things for you and as was previously mentioned if there is something that you aren't sure whether you need or not it's usually safer to leave cookies enabled in case it does interact with one of the features you use on our site.

For more general information on cookies, please read "[Cookies](#)" article from the [Privacy Policy Generator](#).

However, if you are still looking for more information then you can contact us through one of our preferred contact methods:

- Email: info@athenatecs.com



SHIPPING POLICY

What Are the Shipping Costs?

We offer FREE shipping items above €150 inside the EU, and €400 outside the EU

What Shipping Services Do You Use?

All packages, unless otherwise stipulated, once processed, go out with PostNL, BEpost, DHL, United States Postal Service Priority International or Express Mail International. Tracking numbers are given, but the postal service does not typically allow tracking of this number until the package has been delivered. Please note that minor adjustments to the shipping rate may be required depending upon the country of shipment and the current shipping rates.

**Please allow at least 2-3 weeks for International Orders to arrive.

How Long Does It Take To Ship?

We typically ship Monday-Friday and try to process orders within 48 hours (except holidays and weekends). Orders submitted on weekends or holidays will process the next business day. Sometimes due to demand orders can be delayed by increased volume during holidays and promotional weekends. Please be patient during these times as we work hard to get all orders out in a timely manner. During these times please allow 2-4 business days from the time your order is made for it to ship.

All packages, unless otherwise stipulated, once processed, are shipped via PostNL, BEpost, DHL, United States Postal Service First Class or Priority Mail. This service provides delivery confirmation for all of our orders. All delivery times are estimated from the time your order leaves our processing center.

**International Orders – Please allow at least 2-3 weeks for orders to arrive for shipments outside of the EU.

Domestic

The shipping department is not able to ship to PO Boxes. The purchaser is responsible for providing the correct mailing address. Please be certain your address is correct regardless of your ordering process, before finalizing your order. We cannot be responsible for goods delivered to the wrong address.

Order Processing Times:

We typically ship Monday-Friday and try to process orders within 48 hours (except holidays and weekends). Orders submitted on weekends or holidays will process the next business day.

All packages, unless otherwise stipulated, once processed, are shipped via DHL, United States Postal Service First Class or Priority Mail. This service provides delivery confirmation



for all of our orders. All delivery times are estimated from the time your order leaves our processing center.

Outside the EU

All packages, unless otherwise stipulated, once processed, go out DHL, United States Postal Service Priority International or Express Mail International. Tracking numbers are given, but the postal service does not typically allow tracking of this number until the package has been delivered. Please note that minor adjustments to the shipping rate may be required depending upon the country of shipment and the current shipping rates.

**Please allow at least 2-3 weeks for international orders to arrive.



RETURN POLICY

Last updated November 16, 2021

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund or an exchange. Please see below for more information on our return policy.

RETURNS

All returns must be postmarked within fourteen (14) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To return an item, please email customer service at info@athenatecs.com to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging and the return form provided, and mail your return to the following address:

AthenaTecS B.V.
Attn: Returns
RMA #
Molengraaffsingel 10
Delft, Zuid-Holland 2629 JD
Netherlands

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least fourteen (14) days from the receipt of your item to process your return or exchange. We will notify you by email when your return has been processed.

EXCEPTIONS

The following items cannot be returned or exchanged:

- Opened products
- Discounted products

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

Please Note

- A 5% restocking fee will be charged for all returns in excess of €1,000.00.
- Sale items are FINAL SALE and cannot be returned.



- The shipping department is not able to ship to PO Boxes. The purchaser is responsible for providing the correct mailing address. Please be certain your address is correct regardless of your ordering process, before finalizing your order. We cannot be responsible for goods delivered to the wrong address.

- We typically ship Monday-Friday and try to process orders within 48 hours (except holidays and weekends). Orders submitted on weekends or holidays will process the next business day.

- All packages, unless otherwise stipulated, once processed, are shipped via PostNL, BEpost, DHL, United States Postal Service First Class or Priority Mail. This service provides delivery confirmation for all of our orders. All delivery times are estimated from the time your order leaves our processing center.

- Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

- The purchaser is responsible for paying any applicable taxes or duties that may apply. We do not calculate or collect taxes or duties from you. It is the purchaser's responsibility to check the country and local regulations and policies of the receiving country and abide by those. It is the responsibility of the purchaser to be sure the Customs Department permits the shipment of our products to your country and what the duties or tariffs may be upon delivery. We will not provide a refund on the shipping of the package if you refuse the package or if it is refused by customs due to regulations and taxes or duties. If the package is seized by customs for any reason and the package is not returned to us, we cannot issue a refund.

- Only items that are unused, unopened and undamaged can be sent back to us, and within 14 day of delivery.

- We offer a 14-Day No-Questions-Asked Return Policy. Contact Us for Return Requests

- If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment, within a certain amount of days minus a 5% restocking fee for orders above €1000.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:
info@athenatecs.com

This return policy was created using Termly's [Return and Refund Policy Generator](#).



DISCLAIMER

Last updated November 16, 2021

WEBSITE DISCLAIMER

The information provided by AthenaTecs B.V. (we." "Us", or "our") on <http://www.athenatecs.com> (the "Site") is for general informational purposes only. All information on the Site is provided in good faith, however we make no representation or warranty of any kind, express or implied, regarding the accuracy, adequacy, validity, reliability, availability, or completeness of any information on the Site. UNDER NO CIRCUMSTANCE SHALL WE HAVE ANY LIABILITY TO YOU FOR ANY LOSS OR DAMAGE OF ANY KIND INCURRED AS A RESULT OF THE USE OF THE SITE OR RELIANCE ON ANY INFORMATION PROVIDED ON THE SITE. YOUR USE OF THE SITE AND YOUR RELIANCE ON ANY INFORMATION ON THE SITE IS SOLELY AT YOUR OWN RISK.

EXTERNAL LINKS DISCLAIMER

The Site may contain (or you may be sent through the Site) links to other websites or content belonging to or originating from third parties or links to websites and features in banners or other advertising. Such external links

are not investigated, monitored or checked for accuracy, adequacy, validity, reliability, availability or completeness by us. WE DO NOT WARRANT, ENDORSE, GUARANTEE, OR ASSUME RESPONSIBILITY FOR THE

ACCURACY OR RELIABILITY OF ANY INFORMATION OFFERED BY THIRD-PARTY WEBSITES LINKED THROUGH THE SITE OR ANY WEBSITE OR FEATURE LINKED IN ANY BANNER OR OTHER ADVERTISING

WE WILL NOT BE A PARTY TO OR IN ANY WAY BE RESPONSIBLE FOR MONITORING ANY TRANSACTION BETWEEN YOU AND THIRD-PARTY PROVIDERS OF PRODUCTS OR SERVICES.